

Enterprise Incident Report October 2012

As of 11/1/2012

Heritage and Arts

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Heritage and Arts	Application Services	Danielle Hood	2 0	0 0	2 0
		Dustin Crump	2 0	0 0	2 0
		Martin Gonzalez	1 1	0 0	1 1
		Tony Larsen	1 0	0 0	1 0
		Assigned to Individual Total	6 1	0 0	6 1
	Application Support	Yong No	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Help Desk	Brenda Treadway	5 5	0 0	5 5
		Eileen Dubach	2 2	0 0	2 2
		James Stearns	1 1	0 0	1 1
		Julie VanBeekum	2 2	0 0	2 2

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Heritage and Arts

			Low	Medium	FCR Total
Heritage and Arts	Help Desk	Assigned to Individual Total	10	0	10
			10	0	10
	Metro A Desktop Support	Eric A Sedgwick	2	0	2
			0	0	0
		Eric Sedgwick	5	0	5
			1	0	1
		Michael Barth	9	1	10
			2	0	2
		Assigned to Individual Total	16	1	17
			3	0	3
	Metro A Help Desk	Ed Conrad	17	0	17
			13	0	13
		Edward Fortner	8	0	8
			8	0	8
		Liz Evans	6	0	6
			4	0	4
		Assigned to Individual Total	31	0	31
			25	0	25
	Metro B Desktop Support	Anthony Booyse	1	0	1
			0	0	0
		Jay Locker	1	0	1
			0	0	0
		Matthew Blunk	1	0	1
			0	0	0
		Mike Wilde	1	0	1
			0	0	0
		Sean Chadbourne	2	0	2
			0	0	0

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Heritage and Arts

			Low	Medium	FCR Total
Heritage and Arts	Metro B Desktop Support	Stephanie Young	3 1	0 0	3 1
		Tyler Pearce	3 1	0 0	3 1
		Assigned to Individual Total	12 2	0 0	12 2
	Metro B Hosting	Cordell Measells	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro D Help Desk	John Robinson	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Rural Central Desktop Support	Jeremy Standifird	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Technical Lead/Project Manager	Martin Gonzalez	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Voice Operations	Gail Christiansen	1 0	0 0	1 0
		James Gifford	2 0	0 0	2 0
		Julie Sabato	1 0	0 0	1 0

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Heritage and Arts

			Low	Medium	FCR Total
Heritage and Arts	Voice Operations	Romanza Hamblin Sorensen	2 2	0 0	2 2
		Assigned to Individual Total	6 2	0 0	6 2
		Assigned Group Total		87 45	1 0
	Customer Company Total		87 45	1 0	88 45

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Heritage and Arts

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			Low	Medium	MIR Total
Heritage and Arts	Application Services	Danielle Hood	2 0	0 0	2 0
		Dustin Crump	2 0	0 0	2 0
		Martin Gonzalez	1 0	0 0	1 0
		Tony Larsen	1 0	0 0	1 0
		Assigned to Individual Total	6 0	0 0	6 0
	Application Support	Yong No	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Help Desk	Brenda Treadway	5 0	0 0	5 0
		Eileen Dubach	2 0	0 0	2 0
		James Stearns	1 0	0 0	1 0
		Julie VanBeekum	2 0	0 0	2 0

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Heritage and Arts

			Low	Medium	MIR Total
Heritage and Arts	Help Desk	Assigned to Individual Total	10	0	10
			0	0	0
	Metro A Desktop Support	Eric A Sedgwick	2	0	2
			0	0	0
		Eric Sedgwick	5	0	5
			0	0	0
		Michael Barth	9	1	10
			0	0	0
		Assigned to Individual Total	16	1	17
			0	0	0
	Metro A Help Desk	Ed Conrad	17	0	17
			0	0	0
		Edward Fortner	8	0	8
			0	0	0
		Liz Evans	6	0	6
			0	0	0
		Assigned to Individual Total	31	0	31
			0	0	0
	Metro B Desktop Support	Anthony Booyse	1	0	1
			0	0	0
		Jay Locker	1	0	1
			0	0	0
		Matthew Blunk	1	0	1
			0	0	0
		Mike Wilde	1	0	1
			0	0	0
		Sean Chadbourne	2	0	2
			0	0	0

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Heritage and Arts

			Low	Medium	MIR Total
Heritage and Arts	Metro B Desktop Support	Stephanie Young	3 0	0 0	3 0
		Tyler Pearce	3 0	0 0	3 0
		Assigned to Individual Total	12 0	0 0	12 0
	Metro B Hosting	Cordell Measells	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro D Help Desk	John Robinson	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Rural Central Desktop Support	Jeremy Standifird	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Technical Lead/Project Manager	Martin Gonzalez	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	1 0	0 0	1 0
		James Gifford	2 0	0 0	2 0
		Julie Sabato	1 0	0 0	1 0

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Heritage and Arts

			Low	Medium	MIR Total
Heritage and Arts	Voice Operations	Romanza Hamblin Sorensen	2 0	0 0	2 0
		Assigned to Individual Total	6 0	0 0	6 0
	Assigned Group Total		87 0	1 0	88 0
Customer Company Total			87 0	1 0	88 0

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Heritage and Arts

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			Low	Medium	ATTIR Total
Heritage and Arts	Application Services	Danielle Hood	2 0.35	0 0.00	2 0.35
		Dustin Crump	2 0.04	0 0.00	2 0.04
		Martin Gonzalez	1 0.21	0 0.00	1 0.21
		Tony Larsen	1 0.61	0 0.00	1 0.61
		Assigned to Individual Total	6 0.26	0 0.00	6 0.26
	Application Support	Yong No	2 0.22	0 0.00	2 0.22
		Assigned to Individual Total	2 0.22	0 0.00	2 0.22
	Help Desk	Brenda Treadway	5 0.25	0 0.00	5 0.25
		Eileen Dubach	2 0.12	0 0.00	2 0.12
		James Stearns	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	2 0.00	0 0.00	2 0.00

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Heritage and Arts

			Low	Medium	ATTIR Total
Heritage and Arts	Help Desk	Assigned to Individual Total	10 0.15	0 0.00	10 0.15
	Metro A Desktop Support	Eric A Sedgwick	2 0.09	0 0.00	2 0.09
		Eric Sedgwick	5 0.07	0 0.00	5 0.07
		Michael Barth	9 0.12	1 0.00	10 0.11
		Assigned to Individual Total	16 0.10	1 0.00	17 0.09
	Metro A Help Desk	Ed Conrad	17 0.05	0 0.00	17 0.05
		Edward Fortner	8 0.00	0 0.00	8 0.00
		Liz Evans	6 0.06	0 0.00	6 0.06
		Assigned to Individual Total	31 0.04	0 0.00	31 0.04
	Metro B Desktop Support	Anthony Booyse	1 0.00	0 0.00	1 0.00
		Jay Locker	1 0.22	0 0.00	1 0.22
		Matthew Blunk	1 0.42	0 0.00	1 0.42
		Mike Wilde	1 0.23	0 0.00	1 0.23
		Sean Chadbourne	2 0.14	0 0.00	2 0.14

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Heritage and Arts

			Low	Medium	ATTIR Total
Heritage and Arts	Metro B Desktop Support	Stephanie Young	3 0.00	0 0.00	3 0.00
		Tyler Pearce	3 0.15	0 0.00	3 0.15
		Assigned to Individual Total	12 0.13	0 0.00	12 0.13
	Metro B Hosting	Cordell Measells	1 0.85	0 0.00	1 0.85
		Assigned to Individual Total	1 0.85	0 0.00	1 0.85
	Metro D Help Desk	John Robinson	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Rural Central Desktop Support	Jeremy Standifird	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Technical Lead/Project Manager	Martin Gonzalez	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Voice Operations	Gail Christiansen	1 0.01	0 0.00	1 0.01
		James Gifford	2 0.17	0 0.00	2 0.17
		Julie Sabato	1 0.26	0 0.00	1 0.26

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			Low	Medium	ATTIR Total
Heritage and Arts	Voice Operations	Romanza Hamblin Sorensen	2 0.42	0 0.00	2 0.42
		Assigned to Individual Total	6 0.24	0 0.00	6 0.24
	Assigned Group Total		87 0.12	1 0.00	88 0.12
Customer Company Total			87 0.12	1 0.00	88 0.12

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Heritage and Arts

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			Low	Medium	MR Total
Heritage and Arts	Application Services	Danielle Hood	2 1	0 0	2 1
		Dustin Crump	2 0	0 0	2 0
		Martin Gonzalez	1 0	0 0	1 0
		Tony Larsen	1 0	0 0	1 0
		Assigned to Individual Total	6 1	0 0	6 1
	Application Support	Yong No	2 1	0 0	2 1
		Assigned to Individual Total	2 1	0 0	2 1
	Help Desk	Brenda Treadway	5 0	0 0	5 0
		Eileen Dubach	2 0	0 0	2 0
		James Stearns	1 0	0 0	1 0
		Julie VanBeekum	2 0	0 0	2 0

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Heritage and Arts

			Low	Medium	MR Total
Heritage and Arts	Help Desk	Assigned to Individual Total	10	0	10
			0	0	0
	Metro A Desktop Support	Eric A Sedgwick	2	0	2
			0	0	0
		Eric Sedgwick	5	0	5
			0	0	0
		Michael Barth	9	1	10
			0	0	0
		Assigned to Individual Total	16	1	17
			0	0	0
	Metro A Help Desk	Ed Conrad	17	0	17
			0	0	0
		Edward Fortner	8	0	8
			0	0	0
		Liz Evans	6	0	6
			0	0	0
		Assigned to Individual Total	31	0	31
			0	0	0
	Metro B Desktop Support	Anthony Booyse	1	0	1
			0	0	0
		Jay Locker	1	0	1
			0	0	0
		Matthew Blunk	1	0	1
			0	0	0
		Mike Wilde	1	0	1
			0	0	0
		Sean Chadbourne	2	0	2
			0	0	0

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Heritage and Arts

			Low	Medium	MR Total
Heritage and Arts	Metro B Desktop Support	Stephanie Young	3 0	0 0	3 0
		Tyler Pearce	3 0	0 0	3 0
		Assigned to Individual Total	12 0	0 0	12 0
	Metro B Hosting	Cordell Measells	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Metro D Help Desk	John Robinson	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Rural Central Desktop Support	Jeremy Standifird	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Technical Lead/Project Manager	Martin Gonzalez	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	1 0	0 0	1 0
		James Gifford	2 0	0 0	2 0
		Julie Sabato	1 0	0 0	1 0

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Heritage and Arts

			Low	Medium	MR Total
Heritage and Arts	Voice Operations	Romanza Hamblin Sorensen	2 0	0 0	2 0
		Assigned to Individual Total	6 0	0 0	6 0
	Assigned Group Total		87 3	1 0	88 3
Customer Company Total			87 3	1 0	88 3

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Heritage and Arts	Application Services	Danielle Hood	2 5.06	0 0.00	2 5.06
		Dustin Crump	2 3.98	0 0.00	2 3.98
		Martin Gonzalez	1 1.71	0 0.00	1 1.71
		Tony Larsen	1 0.61	0 0.00	1 0.61
		Assigned to Individual Total	6 3.40	0 0.00	6 3.40
	Application Support	Yong No	2 79.99	0 0.00	2 79.99
		Assigned to Individual Total	2 79.99	0 0.00	2 79.99
	Help Desk	Brenda Treadway	5 0.25	0 0.00	5 0.25
		Eileen Dubach	2 0.19	0 0.00	2 0.19
		James Stearns	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	2 0.00	0 0.00	2 0.00

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			Low	Medium	ATTR Total
Heritage and Arts	Help Desk	Assigned to Individual Total	10 0.18	0 0.00	10 0.18
	Metro A Desktop Support	Eric A Sedgwick	2 0.09	0 0.00	2 0.09
		Eric Sedgwick	5 0.56	0 0.00	5 0.56
		Michael Barth	9 0.18	1 0.13	10 0.18
		Assigned to Individual Total	16 0.29	1 0.13	17 0.28
	Metro A Help Desk	Ed Conrad	17 0.28	0 0.00	17 0.28
		Edward Fortner	8 0.07	0 0.00	8 0.07
		Liz Evans	6 0.19	0 0.00	6 0.19
		Assigned to Individual Total	31 0.21	0 0.00	31 0.21
	Metro B Desktop Support	Anthony Booyse	1 5.21	0 0.00	1 5.21
		Jay Locker	1 0.22	0 0.00	1 0.22
		Matthew Blunk	1 0.42	0 0.00	1 0.42
		Mike Wilde	1 1.58	0 0.00	1 1.58
		Sean Chadbourne	2 0.38	0 0.00	2 0.38

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			Low	Medium	ATTR Total
Heritage and Arts	Metro B Desktop Support	Stephanie Young	3 2.57	0 0.00	3 2.57
		Tyler Pearce	3 0.20	0 0.00	3 0.20
		Assigned to Individual Total	12 1.37	0 0.00	12 1.37
	Metro B Hosting	Cordell Measells	1 58.92	0 0.00	1 58.92
		Assigned to Individual Total	1 58.92	0 0.00	1 58.92
	Metro D Help Desk	John Robinson	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Rural Central Desktop Support	Jeremy Standifird	1 4.22	0 0.00	1 4.22
		Assigned to Individual Total	1 4.22	0 0.00	1 4.22
	Technical Lead/Project Manager	Martin Gonzalez	1 0.86	0 0.00	1 0.86
		Assigned to Individual Total	1 0.86	0 0.00	1 0.86
	Voice Operations	Gail Christiansen	1 0.01	0 0.00	1 0.01
		James Gifford	2 0.74	0 0.00	2 0.74
		Julie Sabato	1 0.26	0 0.00	1 0.26

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Heritage and Arts

			Low	Medium	ATTR Total
Heritage and Arts	Voice Operations	Romanza Hamblin Sorensen	2 1.01	0 0.00	2 1.01
		Assigned to Individual Total	6 0.63	0 0.00	6 0.63
	Assigned Group Total		87 3.26	1 0.13	88 3.22
Customer Company Total			87 3.26	1 0.13	88 3.22

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Detail

INC000000574685	Kathy Kirtz	Network	Error	None		TIR Missed: No	0.00
	Application Support	Yong No	Heritage and Arts	Low	Closed	TTR Missed: Yes	159.54
INC000000578627	Tracy Healey	Application	Error	Gmail		TIR Missed: No	0.07
	Application Services	Dustin Crump	Heritage and Arts	Low	Closed	TTR Missed: No	3.38
INC000000585412	Tracy Healey	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.23
	Metro B Desktop Support	Mike Wilde	Heritage and Arts	Low	Closed	TTR Missed: No	1.58
INC000000585464	Kathy Kirtz	None	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Eric Sedgwick	Heritage and Arts	Low	Closed	TTR Missed: No	1.69
INC000000585531	David Pace	PC/Laptop	Performance	None		TIR Missed: No	0.07
	Metro A Desktop Support	Michael Barth	Heritage and Arts	Low	Closed	TTR Missed: No	0.07
INC000000585555	Kathy Kirtz	Telecom	Call/Receive	Telephone		TIR Missed: No	0.13
	Voice Operations	James Gifford	Heritage and Arts	Low	Closed	TTR Missed: No	0.40
INC000000585891	Maryellen Martinez	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Heritage and Arts	Low	Closed	TTR Missed: No	
INC000000585964	Katie Barlow	Telecom	Hardware	Telephone		TIR Missed: No	0.10
	Voice Operations	Romanza Hamblin Sorensen	Heritage and Arts	Low	Closed	TTR Missed: No	0.61
INC000000586313	Jean Irwin	Application	None	Novell GroupWise		TIR Missed: No	0.11
	Metro A Desktop Support	Eric Sedgwick	Heritage and Arts	Low	Closed	TTR Missed: No	0.11
INC000000586440	Julie A Fisher	Telecom	Coverage Path	Telephone		TIR Missed: No	0.21
	Voice Operations	James Gifford	Heritage and Arts	Low	Closed	TTR Missed: No	1.08
INC000000586507	Darci Card	None	None	None		TIR Missed: No	0.43
	Application Support	Yong No	Heritage and Arts	Low	Closed	TTR Missed: No	0.43
INC000000586742	Kathy Kirtz	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Heritage and Arts	Low	Closed	TTR Missed: No	0.00
INC000000586943	Kristen Stehel	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low	Closed	TTR Missed: No	0.00
INC000000588987	Wendi Hassan	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Heritage and Arts	Low	Closed	TTR Missed: No	
INC000000589023	Elizabeth D Brown	Application	Error	Novell GroupWise		TIR Missed: No	0.02
	Metro A Help Desk	Liz Evans	Heritage and Arts	Low	Closed	TTR Missed: No	0.12
INC000000589111	Sharon Chalmers	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Heritage and Arts	Low	Closed	TTR Missed: No	0.00

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INC000000589495	Debbie Reese	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low Closed	TTR Missed: No	0.15
INC000000589676	Jean Irwin	Mobile Devices	Error	Droid	TIR Missed: No	0.65
	Application Services	Danielle Hood	Heritage and Arts	Low Closed	TTR Missed: No	4.04
INC000000589871	Julie A Fisher	None	None	None	TIR Missed: No	0.07
	Metro A Desktop Support	Michael Barth	Heritage and Arts	Low Closed	TTR Missed: No	0.07
INC000000589888	David Pace	Application	Reporting	Novell GroupWise	TIR Missed: No	0.19
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low Closed	TTR Missed: No	1.12
INC000000590022	Ronald Van Harten	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Heritage and Arts	Low Closed	TTR Missed: No	0.00
INC000000590099	Leah Piccolo	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Heritage and Arts	Low Closed	TTR Missed: No	0.00
INC000000590124	Susan Hayward	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Heritage and Arts	Low Closed	TTR Missed: No	0.00
INC000000590461	Katie Barlow	Application	None	Adobe Contribute	TIR Missed: No	0.85
	Metro B Hosting	Cordell Measells	Heritage and Arts	Low Resolved	TTR Missed: Yes	58.92
INC000000590597	Man Diep	Application	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Heritage and Arts	Low Closed	TTR Missed: No	0.52
INC000000591236	Claudia Borjas	Application	Reporting	Novell GroupWise	TIR Missed: No	0.33
	Metro A Help Desk	Liz Evans	Heritage and Arts	Low Closed	TTR Missed: No	0.44
INC000000591305	Lisa Buckmiller	Application	Error	None	TIR Missed: No	0.03
	Metro A Help Desk	Edward Fortner	Heritage and Arts	Low Closed	TTR Missed: No	0.03
INC000000591460	Cheryl Mansen	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low Closed	TTR Missed: No	0.21
INC000000591803	Jean Irwin	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Heritage and Arts	Low Closed	TTR Missed: No	0.00
INC000000591857	Janice Reed-Campbell	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Eric Sedgwick	Heritage and Arts	Low Closed	TTR Missed: No	0.48
INC000000592472	Linda Roholt	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Heritage and Arts	Low Closed	TTR Missed: No	0.17
INC000000592538	Margaret Hunt	Mobile Devices	Error	iPhone	TIR Missed: No	0.04
	Application Services	Danielle Hood	Heritage and Arts	Low Closed	TTR Missed: Yes	6.07
INC000000592606	Don Hartley	Telecom	Voice Mail	Telephone	TIR Missed: No	0.26
	Voice Operations	Julie Sabato	Heritage and Arts	Low Closed	TTR Missed: No	0.26

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INC000000593046	Wilson Martin	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Heritage and Arts	Low Closed	TTR Missed: No	0.52
INC000000593107	Craig Webb	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.07
	Help Desk	Eileen Dubach	Heritage and Arts	Low Closed	TTR Missed: No	0.20
INC000000593249	Claudia Borjas	PC/Laptop	Error	None	TIR Missed: No	0.13
	Metro A Desktop Support	Eric Sedgwick	Heritage and Arts	Low Closed	TTR Missed: No	0.13
INC000000593275	Jim Ericksen	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Heritage and Arts	Low Closed	TTR Missed: No	4.22
INC000000593301	Janice Reed-Campbell	Application	Error	Gmail	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low Closed	TTR Missed: No	0.22
INC000000593330	Claudia Borjas	Network	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Heritage and Arts	Low Closed	TTR Missed: No	0.00
INC000000593409	Man Diep	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Heritage and Arts	Low Closed	TTR Missed: No	0.39
INC000000593853	Marjorie Moore	Application	Error	Gmail	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low Closed	TTR Missed: No	0.31
INC000000594010	Donna Morris	Application	None	Novell GroupWise	TIR Missed: No	0.61
	Application Services	Tony Larsen	Heritage and Arts	Low Closed	TTR Missed: No	0.61
INC000000594088	Paul Kroff	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Heritage and Arts	Low Resolved	TTR Missed: No	0.44
INC000000594089	Londi Rowley	Application	Password	PGP	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Heritage and Arts	Low Closed	TTR Missed: No	0.00
INC000000594479	Felicia Baca	Telecom	Voice Mail	Telephone	TIR Missed: No	0.01
	Voice Operations	Gail Christiansen	Heritage and Arts	Low Resolved	TTR Missed: No	0.01
INC000000594527	Alycia Aldrich	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Desktop Support	Eric Sedgwick	Heritage and Arts	Low Resolved	TTR Missed: No	0.38
INC000000594803	Doug Gould	Network	None	None	TIR Missed: No	0.22
	Metro B Desktop Support	Jay Locker	Heritage and Arts	Low Resolved	TTR Missed: No	0.22
INC000000595149	Amanda Rock	Application	None	Novell GroupWise 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low Resolved	TTR Missed: No	0.17
INC000000595205	Ray Matthews	None	None	None	TIR Missed: No	0.44
	Metro B Desktop Support	Tyler Pearce	Heritage and Arts	Low Resolved	TTR Missed: No	0.44
INC000000595269	Kelly K Anderson	Application	None	Action Request System	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low Resolved	TTR Missed: No	0.25

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INC000000595326	Kelly K Anderson Voice Operations	Telecom Romanza Hamblin Sorensen	Call/Receive Heritage and Arts	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	0.73 1.40
INC000000595383	Elissa Urban Metro A Help Desk	None Edward Fortner	None Heritage and Arts	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000595656	Donna Morris Technical Lead/Project Manager	Application Martin Gonzalez	Error Heritage and Arts	Gmail Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.86
INC000000595911	Katie Barlow Application Services	Application Martin Gonzalez	Password Heritage and Arts	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.21 1.71
INC000000596004	Felicia Baca Metro A Desktop Support	Application Michael Barth	None Heritage and Arts	Adobe Contribute Low	Resolved	TIR Missed: No TTR Missed: No	0.06 0.06
INC000000596154	Britton Lund Metro B Desktop Support	None Tyler Pearce	None Heritage and Arts	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000596173	Kristen Jensen Metro A Desktop Support	None Michael Barth	None Heritage and Arts	None Low	Resolved	TIR Missed: No TTR Missed: No	0.07 0.07
INC000000596605	Kelly K Anderson Metro A Desktop Support	Application Michael Barth	Error Heritage and Arts	Microsoft Office Professional 20 Medium	Resolved	TIR Missed: No TTR Missed: No	0.00 0.13
INC000000596615	Kelly K Anderson Metro A Help Desk	Application Ed Conrad	None Heritage and Arts	Action Request System Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.70
INC000000597398	Samantha Eldridge Metro A Help Desk	PC/Laptop Ed Conrad	Error Heritage and Arts	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.16
INC000000597585	Kelly K Anderson Metro A Help Desk	Application Ed Conrad	None Heritage and Arts	Action Request System Low	Resolved	TIR Missed: No TTR Missed: No	0.18 0.22
INC000000597588	Ronald Van Harten Metro A Help Desk	Application Ed Conrad	Error Heritage and Arts	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.08
INC000000597698	Lisa F Nelson Metro B Desktop Support	None Matthew Blunk	None Heritage and Arts	None Low	Resolved	TIR Missed: No TTR Missed: No	0.42 0.42
INC000000598122	John Ingersoll Application Services	Application Dustin Crump	Error Heritage and Arts	Gmail Low	Resolved	TIR Missed: No TTR Missed: No	0.00 4.58
INC000000598159	Diana Walker Metro B Desktop Support	None Sean Chadbourne	None Heritage and Arts	None Low	Resolved	TIR Missed: No TTR Missed: No	0.29 0.32
INC000000598180	Claudia Borjas Metro A Desktop Support	PC/Laptop Michael Barth	Error Heritage and Arts	None Low	Resolved	TIR Missed: No TTR Missed: No	0.22 0.28
INC000000598232	Kristen Rogers-Iversen Metro A Desktop Support	None Michael Barth	None Heritage and Arts	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000598535	Kent Powell	PC/Laptop	Performance	None		TIR Missed: No	0.59
	Metro A Desktop Support	Michael Barth	Heritage and Arts	Low	Resolved	TTR Missed: No	0.59
INC000000598789	Colleen Eggett	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low	Resolved	TTR Missed: No	0.03
INC000000598800	Melissa Ferguson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Heritage and Arts	Low	Resolved	TTR Missed: No	0.00
INC000000599412	Debbie Reese	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Heritage and Arts	Low	Resolved	TTR Missed: No	5.21
INC000000599581	Judy Whiting	Application	Password	Utah Master Directory		TIR Missed: No	0.54
	Help Desk	Brenda Treadway	Heritage and Arts	Low	Resolved	TTR Missed: No	0.54
INC000000599586	Judy Whiting	Application	Password	Utah Master Directory		TIR Missed: No	0.47
	Help Desk	Brenda Treadway	Heritage and Arts	Low	Resolved	TTR Missed: No	0.47
INC000000599706	Judy Whiting	Application	Password	Utah Master Directory		TIR Missed: No	0.27
	Help Desk	Brenda Treadway	Heritage and Arts	Low	Resolved	TTR Missed: No	0.27
INC000000600069	Kathy Kirtz	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low	Resolved	TTR Missed: No	0.00
INC000000600121	Cory Jensen	PC/Laptop	Performance	None		TIR Missed: No	0.04
	Metro A Desktop Support	Eric A Sedgwick	Heritage and Arts	Low	Resolved	TTR Missed: No	0.04
INC000000600250	Kathy Kirtz	None	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Eric A Sedgwick	Heritage and Arts	Low	Resolved	TTR Missed: No	0.13
INC000000600399	Vince Silas	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Heritage and Arts	Low	Resolved	TTR Missed: No	3.61
INC000000600447	Judy Whiting	Application	Password	Utah Master Directory		TIR Missed: No	0.17
	Help Desk	Eileen Dubach	Heritage and Arts	Low	Resolved	TTR Missed: No	0.17
INC000000600450	Vicki Smith	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Heritage and Arts	Low	Resolved	TTR Missed: No	2.68
INC000000600508	Lynnette Hiskey	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.38
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low	Resolved	TTR Missed: No	0.41
INC000000600541	Judy Whiting	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Heritage and Arts	Low	Resolved	TTR Missed: No	0.00
INC000000600697	Debbie Reese	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Heritage and Arts	Low	Resolved	TTR Missed: No	0.00
INC000000600885	Sharon Chalmers	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low	Resolved	TTR Missed: No	0.57

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INC000000601007	Darci Card	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Heritage and Arts	Low	Resolved	TTR Missed: No	1.42
INC000000601303	Katie Woslager	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.08
	Metro A Help Desk	Ed Conrad	Heritage and Arts	Low	Resolved	TTR Missed: No	0.16
INC000000601323	Kathy Kirtz	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Heritage and Arts	Low	Resolved	TTR Missed: No	0.00
INC000000601350	Michele Elnicky	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Heritage and Arts	Low	Resolved	TTR Missed: No	0.00